



Hospitality Manager – Phantom Creek Estates

On the sunbathed Black Sage Bench in British Columbia's Okanagan Valley, Phantom Creek Estates farms exceptional wines from historic vineyards. The winery's estate vineyards, including the acclaimed Phantom Creek Vineyard, are currently in transition to organic and biodynamic certification. By farming historic vineyards with care and precision, Phantom Creek produces wines that celebrate and speak to where they are grown. The winery is projected to open in Summer 2019.

We are currently looking for a Hospitality Manager to join our team. This full-time, salaried position will be based in the winery on Black Sage Road in Oliver, British Columbia. The Hospitality Manager will report to the General Manager, and is responsible for implementing and executing Phantom Creek's hospitality program. They will work cross functionally with the Marketing Manager to develop industry-leading hospitality experiences and establish rigid policies and procedures. The Hospitality Manager will then hire, train, and manage Phantom Creek's hospitality team with the objective of providing guests with outstanding hospitality while exceeding tasting room sales targets.

PROFESSIONAL RESPONSIBILITIES:

Strategic Development

- Develop policies and procedures for the hospitality department
- Develop hospitality programming in coordination with the Marketing Manager, including tastings, tours, and food and wine experiences
- Develop and manage the hospitality budget in coordination with the General Manager
- Regularly review hospitality programming and look for ways to improve the overall guest experience and maximize tasting room sales revenue

Administration

- Manage day-to-day financial and accounting duties for the hospitality department
- Adhere to established hospitality budget, develop ongoing budgets for coming years
- Provide regular reporting to General Manager
- Support other departments, as required

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Supervision and Team Building

- Hire and train the hospitality team to deliver industry-leading hospitality and meet Phantom Creek's sales and marketing objectives
- Foster a work environment that embodies Phantom Creek's company values
- Develop staff schedules
- Manage the hospitality team on a day-to-day basis, ensuring PCE's hospitality policies and procedures are met
- Provide seasonal performance reviews

Hospitality

- Lead by example: provide on-the-floor hospitality, ensuring that all guests have an exceptional experience
- Organize and execute on- and off-site events, liaising with the restaurant as required
- Hosting important guests and VIPs

Inventory Management

- Manage hospitality inventory on a daily and monthly basis in coordination with the Accounting department
- Ensure rigid loss prevention standards are met

Requirements:

- Minimum of 3+ years of hospitality experience in a managerial role
- Completion of WSET Level 3, or equivalent
- Demonstrated experience and skill providing outstanding hospitality
- Creative and detail-oriented
- Excellent written and verbal communication skills
- Proven people management skills

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- Experience developing and adhering to a budget
- Experience using Vin65 (or another comparable POS platform)
- Must be able to lift up to 45 pounds
- Must be available to work on weekends
- Working knowledge of Adobe Creative Cloud is an asset
- Working knowledge of CellarPass or Tock is an asset

Phantom Creek Estates offers a supportive work environment, with the opportunity for team members to grow and develop within the company. Remuneration will be commensurate with the successful applicant's qualifications and experience.

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